

10 Read PNTL 21 JAN 2005

ATTORNEY DOCKET NO. 19333.0001U1  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of )  
Manasseh et al. ) Art Unit: Unassigned  
Application No. 10/506,368 ) Examiner: Unassigned  
Filing Date: September 2, 2004 ) Confirmation No. Unassigned  
For: A SYSTEM AND METHOD FOR )  
TRAVELER INTERACTIONS )  
MANAGEMENT )

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

NEEDLE & ROSENBERG, P.C.  
Customer Number 23859

Sir:

Pursuant to the requirements of 37 C.F.R. § 1.56, submitted herewith on the accompanying Information Disclosure Statement List is a listing of documents known to Applicants and/or their attorneys. In accordance with 37 C.F.R. § 1.98(a)(2), copies of any cited U.S. patent or U.S. patent application publication documents are not enclosed. Copies of any cited foreign patent document and/or any non-patent publication are enclosed.

This Information Disclosure Statement is believed to be filed in a timely manner pursuant to 37 C.F.R. § 1.97(b)(3), in that a first Office Action on the merits of the present patent application has not yet been mailed to Applicants.

Consideration of the cited documents and making the same of record in the prosecution of the above-referenced application are respectfully requested.

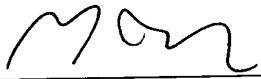
10 Ready PCT 21 JAN 2005

ATTORNEY DOCKET NO. 19333.0001U1  
Application No. 10/506,368

No fee is believed due; however, the Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to Deposit Account No. 14-0629.

Respectfully submitted,

NEEDLE & ROSENBERG, P.C.

  
\_\_\_\_\_  
Gregory J. Kirsch  
Registration No. 35,572

NEEDLE & ROSENBERG, P.C.  
Customer Number 23859  
(678) 420-9300  
(678) 420-9301 (fax)

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this correspondence, including any items indicated as attached or included, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop PCT, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

  
\_\_\_\_\_  
Gregory J. Kirsch

  
\_\_\_\_\_  
Date

10 Radial PTO/ETC 21 JAN 2005

PTO/SB/08a (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449A/PTO

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

1

of

3

		Complete if Known	
		Application Number	10/506,368
		Filing Date	March 6, 2003
		First Named Inventor	MANASSEH Frederick, Mark et al.
		Art Unit	
		Examiner Name	
		Attorney Docket Number	19333.0001U1

### U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
	1	US-6327343 B1	12-4-2001	EPSTEIN et al.	col. 5 lines 9-65, col. 7 lines 14-65, fig. 3A, fig. 3B
	2	US-6427137 B2	7-30-2002	PETRUSHIN	abstract, col. 6 lines 45- 67, col. 8 lines 36-54
	3	US-2003/0059016 A1	3-27-2003	LIEBERMAN et al.	
	4	US-6704409 B1	3-9-2004	DILIP et al.	
	5	US-6212178 B1	4-3-2001	BECK	
	6	US-5091780 A	2-25-1992	POMERLEAU	fig. 2, col. 3, line 57 - col. 6, line 21
	7	US-5307170 A	4-26-1994	ITSUMI et al.	col. 9, lines 25-40
	8	US-5734441 A	3-31-1998	KONDO et al.	fig. 6, col. 8, lines 20- 54
	9	US-4145715	3-20-1979	CLEVER Eric C.	col. 1, line 1 - col. 2, line 24, col. 3 line 33- 58
	10	US-2002/0087385 A1	7-4-2002	VINCENT	
	11	US-2002/0059283 A1	5-16-2002	SHAPIRO et al.	
	12	US-2002/0010705 A1	1-24-2002	PARK et al.	
	13	US-6345305 B1	2-5-2002	BECK et al.	
	14	US-6230197 B1	5-8-2001	BECK et al.	
	15	US-6170011 B1	1-2-2001	BECK et al.	
	16	US-6167395 A	12-26-2000	BECK et al.	
	17	US-6138139 A	10-24-2000	BECK et al.	
	18	US-6134530 A	10-17-2000	BUNTING et al.	
	19	US-6092197	7-18-2000	COUEIGNOUX	
	20	US-6070142	5-30-2000	MCDONOUGH et al.	
	21	US-6014647	1-11-2000	NIZZAR et al.	
	22	US-6330025	12-11-2001	ARAZI et al.	
	23	US-5303045 A	4-12-1994	RICHARDS et al.	abstract
	24	US-5404170 A	4-4-1995	KEATING	abstract
	25	US-5519446 A	5-21-1996	LEE	abstract
	26	US-5742349 A	4-21-1998	CHOI et al.	abstract
	27	US-5790096 A	8-4-1998	HILL, Jr.	abstract
	28	US-5796439 A	8-18-1998	HEWETT et al.	abstract
	29	US-6037991 A	3-14-2000	THRO et al.	abstract
	30	US-6094227 A	7-25-2000	GUIMIER	abstract
	31	US-6111610 A	8-29-2000	FAROUDJA	abstract
	32	US-5353618	10-4-1994	Crick	

	33	US-6404857	6-11-2002	Blair et al.	
	34	US-4821118 A	4-11-1989	LAFRENIERE	fig. 10, col. 9 line 44-68, col. 11 line 8 - col 12 line 16, col. 13 line 1-22
	35	US-6097429	8-1-2000	SEELY et al.	abstract, col. 8 Line 31-col. 9 line 5, col. 13 line 5 - col. 14 line 17
	36	US-6559769	5-6-2003	ANTHONY et al.	abstract, fig. 6, col. 4 line 48 - col. 5 line 6, col. 17 line 44 - col. 19 line 6
	37	US-2001/0043697 A1	11-22-2001	COX et al.	abstract, page 1, paragraph 15
	38	US-6441734 B1	8-27-2002	GUTTA et al.	abstract
	39	US-2003/0128099 A1	7-10-2003	COCKERHAM	abstract, page 5 par. 51, page 5-6 par. 59, page 7, par 70-71
	40	US-6,028,626	2-22-2002	Aviv et al	
	41	US-6,295,367	9-25-2001	Crabtree et al	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Documents	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)			T 6
	42	WO 03 013113 A2	2-13-2003	BLAIR et al.	
	43	WO 98 01838 A	1-15-1998	SULLIVAN Patrick J.	page 1, line 1 - page 3 line 20, page 6 line 4 - page 9, line 14
	44	WO 95 29470 A	11-2-1995	KATZ Barry	abstract, page 1, line 4-8, page 5, line 15 - page 10 line 8, page 13 line 21 - page 16, line 22
	45	WO 03 067884 A1	8-14-2003	Yeredor et al.	
	46	GB 9916430.3	7-13-1999	Racal	
	47	WO 03/067360 A2	8-14-2003	Elazar et al	
Examiner Signature			Date Considered		

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

<sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

10 Rec'd PTO/USC 21 JAN 2005

PTO/SB/08b (08-03)

Approved for use through 06/30/2006. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449A/PTO

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Complete if Known	
Application Number	10/506,368
Filing Date	March 6, 2003
First Named Inventor	MANASSEH, Frederick, Mark et al.
Group Art Unit	
Examiner Name	
Attorney Docket Number	19333,0001U1

Sheet	2	Of	3	
<b>OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS</b>				
Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.		T <sup>2</sup>
	48	SEDOR - Internet pages form <a href="http://www.dallmeier-electronic.com">http://www.dallmeier-electronic.com</a>		
	49	NiceVision - Secure your Vision, a prospect by NICE Systems, Ltd.		
	50	NICE Systems announces New Aviation Security Initiative, reprinted from Security Technology & Design		
	51	(Hebrew) "the Camera That Never Sleeps" from Yediot Aharonot		
	52	FREEDMAN, I. Closing the Contact Center Quality Loop with Customer Experience Management, Customer Interaction Solutions, Vol. 19, no. 9, March 2001		
	53	PR NEWSWIRE, NICE Redefines Customer Interactions with Launch of Customer Experience Management, 13 June 2000		
	54	PR NEWSWIRE, Recognition Systems and Hyperion to Provide Closed Loop CRM Analytic Applications, 17 November 1999		
	55	Financial companies want to turn regulatory burden into competitive advantage, 24-Feb-2003, printed from InformationWeek, <a href="http://www.informationweek.com/story/IWK20030223S0002">http://www.informationweek.com/story/IWK20030223S0002</a>		
	56	(Hebrew) print from Haaretz, "The Computer at the Other End of the Line", Feb-17-2002		

Signature		Considered	
-----------	--	------------	--

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup>. Applicant's unique citation designation number (optional). <sup>2</sup>. Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450; Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.